RemoteView Personal ASP User Guide

RemoteView Personal Edition

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RemoteView Personal

ASP Version 5.2.23.1

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Glossary

Glossary	Description
Administrator	User who remotely controls the PC.
Local PC	PC used for accessing other remote PCs.
Remote PC	PC user is accessing remotely.
Slot	An empty spot for a PC on the Server.
Session	An active remote connection between two PCs.
RemoteView Agent	The application installed on the remote computer making the remote connection possible.
RemoteView Viewer	The pop-up application on the local PC which allows the user to view the remote computer.
Web account	The ID/PW used to login to RemoteView website.
Access account	The ID/PW assigned to the individual remote PC. (assigned when the RemoteView Agent is installed for the first time)
Display Name	The name of the remote PC displayed in the Web/Desktop Console.
P2P	A direct connection between two computers bypassing the central gateway server.
Gateway	A connection between two computers, relayed through the central gateway server.
Connection Status Message	Message displayed in the lower-right corner of the screen indicating an active connection to that PC.

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1. About RemoteView 5.0

1.1. What is RemoteView?

RemoteView allows you to remotely connect with and support your computers from anywhere in the world. All you need is an Internet connection and a web-browser.

RemoteView can help you to achieve tasks such as:

- ✓ Work from home by accessing the office PC.
- ✓ Access files on the home PC from the office.
- ✓ Manage servers in the IDC or server room.
- ✓ Access and manage documents in the office while on the move.
- ✓ Share academic materials stored in a remote PC by students and professors.

1.2. How Does it Work?

Using RemoteView, local PC and remote PC connects using P2P or Gateway method. Once the session is established, VRDV and GDI engines provide a reliable and superior speed.

Technology and Security

- 256-bit Advanced Encryption Standard (AES) data encryption
- Secure Socket Layer (SSL) message transmission
- Improved performance and reliability with Virtual Remote Video Driver (VRVD)
- Enhanced security with two-factor authentication

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1.3. Minimum/Recommended System Requirements

RemoteView users can connect to the remote PC using the agent and the viewer. We recommend that both the remote and local computers have the follow system specifications.

Windows Requirements:

	Minimum	Recommended
Operating System	Windows 2000	Windows XP (32-bit or 64-bit)
CPU	Intel Pentium™ 4 (1.4 GHz)	Intel Pentium™ 4 (2.0 GHz)
Memory	256 MB RAM	512 MB RAM
Storage	50 MB available HD space	100 MB available HD space
Web Browser	Internet Explorer 7.0	Internet Explorer 8.0 Firefox 3.5 Chrome 7.0 Safari 4.0
Network	Modem, ADSL, LAN, Public IP, and Private IP (Wireless Networks Supported)	
Firewall	Outbound Ports 80(http) / 443(https) Open	

Macintosh Requirements: (No Agent Access)

	Minimum	Recommended
Operating System	Mac OS X 10.5 (10.9 not supported)	Mac OS X 10.6 (10.9 not supported)
System	Intel CPU	
Memory	256 MB RAM	512 MB RAM
Web Browser	Safari 3.2 FireFox 3.0	Safari 4.0 FireFox 3.5
Network	Modem, ADSL, LAN, Public IP, and Private IP (Wireless Networks Supported)	
Firewall	Outbound Ports 80(http) / 443(https) Open	

Windows Server Requirements:
Linux Requirements:

	Requirements
Operating System	CentOS 5.5, 5.7, 5.8, 6.2, 6.3 (32-bit) Red Hat OS 6.1 (32-bit)
Database	1.0 GHz
CPU	512 MB
Memory	1.0 GB of RAM
Web Browser	FireFox 5.0
Network	Fast Ethernet
Firewall	InBound Ports 80(http) / 443(https) Open

**X Windows GUI control is not supported (CUI is supported).*

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Windows Server Requirements:

	Requirements
Operating System	Windows Server 2003 Standard Edition (SP1)
Database	MS-SQL Server 2005 Express Edition
CPU	2.0 GHz
Memory	1.0 GB of RAM
Storage	500 MB available HD space
Network	Fast Ethernet
Firewall	InBound Ports 80(http) / 443(https) Open

Android App Requirements: (RemoteView for Android)

	Minimum	Recommended
Operating System	Android 2.2.X	
CPU	600MHz	1 GHz
Storage	2.00 MB	
Resolution	320 x 480	480 x 800 or Higher
Connection	3G, 4G LTE, WiFi	

iOS App Requirements: (RemoteView for iOS)

	Minimum	Recommended
Operating System	iPhone: iOS 4.3 iPad: iOS 3.2	iPhone: iOS 4.3 iPad: iOS 3.2
Storage	2.00 MB	
Connection	3G, 4G LTE, WiFi	

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2. Signing up and Closing Account

2.1. Signing up

A. Go to https://www.rview.com and click "Apply for Demo" on the upper left.
B. Select either Personal or Business appropriately.
C. You have to agree to the terms of service before applying for a new account. Please, read through it carefully and click "Agree" if you agree to the terms of service.
D. Enter the requested information such as name, email, and RemoteView ID/PW.
E. After pressing Apply, it will give you a free trial account with 2 agent slots for 14days.

Note: *You can re-subscribe for another trial account 14 days after your trial expires.*

2.2. Closing an Account

Note: *Only RemoteView Personal accounts are able to be closed.*

A. Enter ID/Password on RemoteView Homepage.
B. Click "My profile" at upper left corner after log in.
C. Click 'Close Account" on the admin menu.
D. Enter account password then click "Submit".
E. Choose a reason and write detailed description for closing the account.
F. Click "Close Account"
G. Account has been closed.

- Re-subscribing with same email is not allowed for 6 months for legal reasons. Once the 6 months have passed, the email address will be eligible to sign up with once again.

- To inquire about a refund, click "Contact Us" towards the bottom of the page or give us a call: 1 (888) 348-6330

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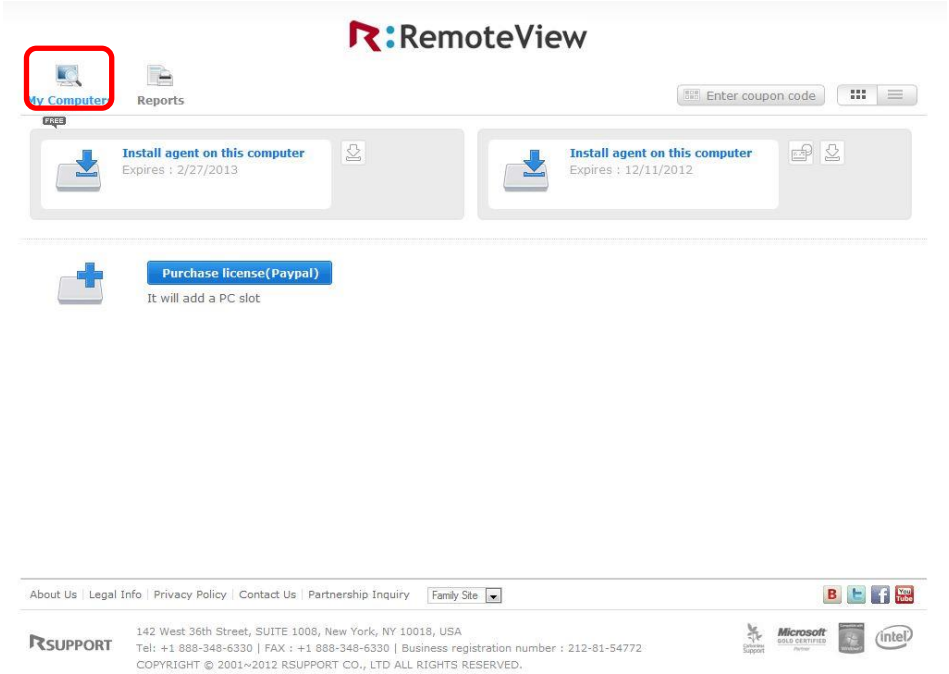
3. Installing and Removing RemoteView Agent

Describe in more detail how the agent for the remote control is installed and removed.

3.1. Installing the RemoteView Agent

You can install RemoteView Agent after RemoteView web account is created.
In order to access each PC, the Agent has to run after RemoteView Agent is installed on the remote PC through the following steps.

A. Click My Computers.


RemoteView
My Computer
Reports
Enter coupon code
Install agent on this computer
Expires : 2/27/2013
Install agent on this computer
Expires : 12/11/2012
Purchase license(Paypal)
It will add a PC slot
About Us | Legal Info | Privacy Policy | Contact Us | Partnership Inquiry
Family Site
RSUPPORT
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Tel: +1 888-348-6330 | FAX : +1 888-348-6330 | Business registration number : 212-81-54772
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B. Click the icon or double click on empty space in the gray box.

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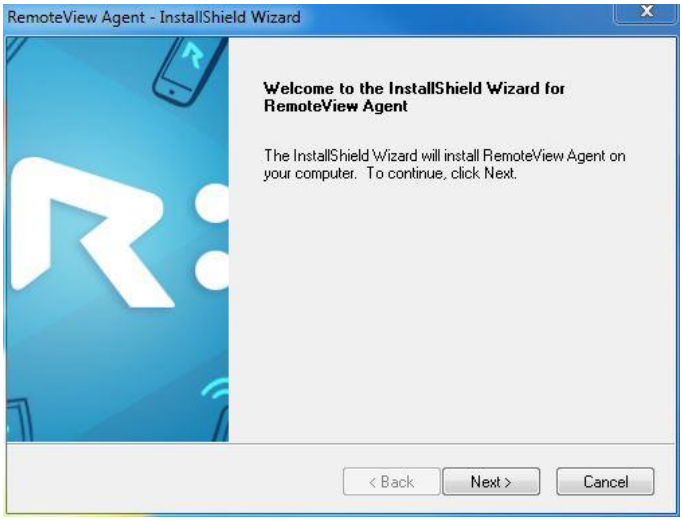
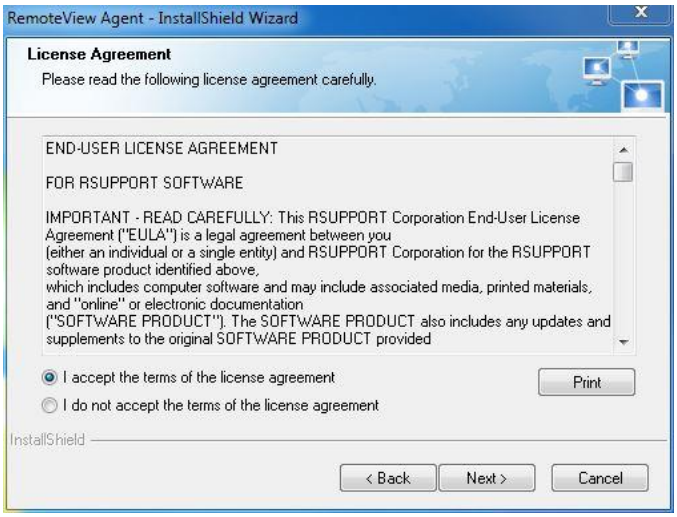
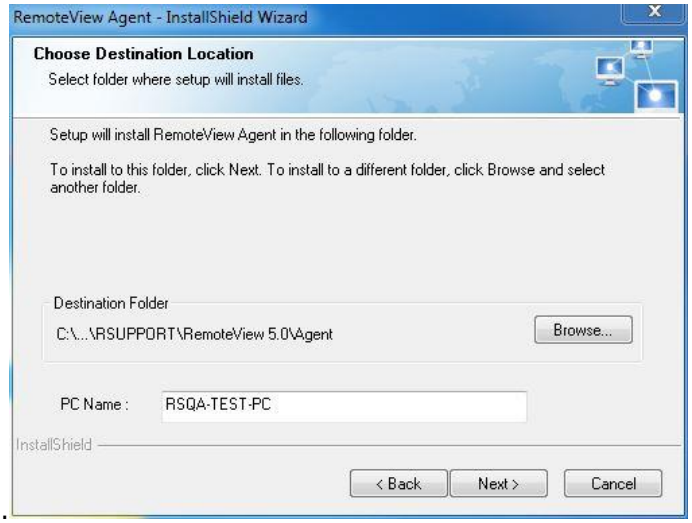
C. Click “Next” to continue.


RemoteView Agent - InstallShield Wizard
Welcome to the InstallShield Wizard for RemoteView Agent
The InstallShield Wizard will install RemoteView Agent on your computer. To continue, click Next.
< Back
Next >
Cancel

D. Accept the Rsupport license agreement and click “Next” to continue.


RemoteView Agent - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
END-USER LICENSE AGREEMENT
FOR RSUPPORT SOFTWARE
IMPORTANT - READ CAREFULLY: This RSUPPORT Corporation End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and RSUPPORT Corporation for the RSUPPORT software product identified above, which includes computer software and may include associated media, printed materials, and "online" or electronic documentation ("SOFTWARE PRODUCT"). The SOFTWARE PRODUCT also includes any updates and supplements to the original SOFTWARE PRODUCT provided
I accept the terms of the license agreement
I do not accept the terms of the license agreement
Print
InstallShield
< Back
Next >
Cancel

E. Assign the registered PC a name and select a Destination Folder


RemoteView Agent - InstallShield Wizard
Choose Destination Location
Select folder where setup will install files.
Setup will install RemoteView Agent in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\...\RSUPPORT\RemoteView 5.0\Agent
Browse...
PC Name :
RSQA-TEST-PC
InstallShield
< Back
Next >
Cancel

.

The PC Name will be filled in by default.

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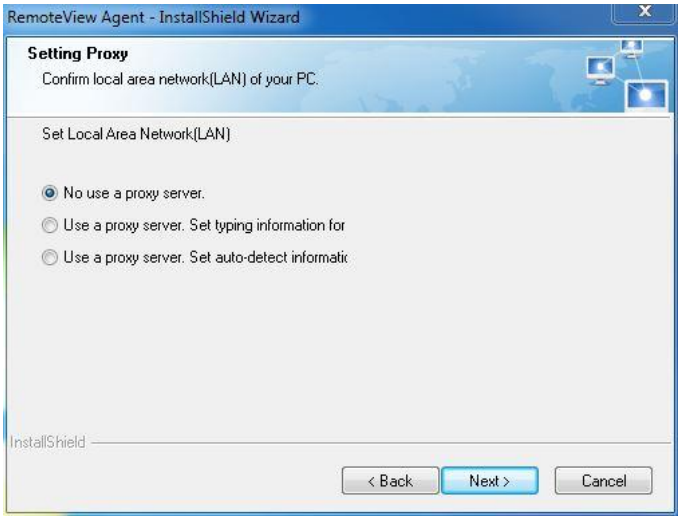
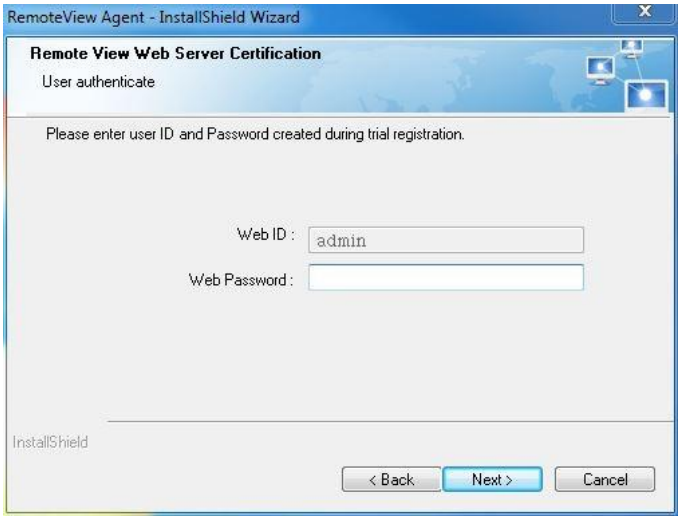
F. Select the appropriate LAN settings and click “Next” to continue.
If you use a Proxy Server, you may need to ask your Network Administrator for the server information.


RemoteView Agent - InstallShield Wizard
Setting Proxy
Confirm local area network(LAN) of your PC.
Set Local Area Network(LAN)
No use a proxy server.
Use a proxy server. Set typing information for
Use a proxy server. Set auto-detect informatic
InstallShield
< Back
Next >
Cancel

G. Enter your account password.



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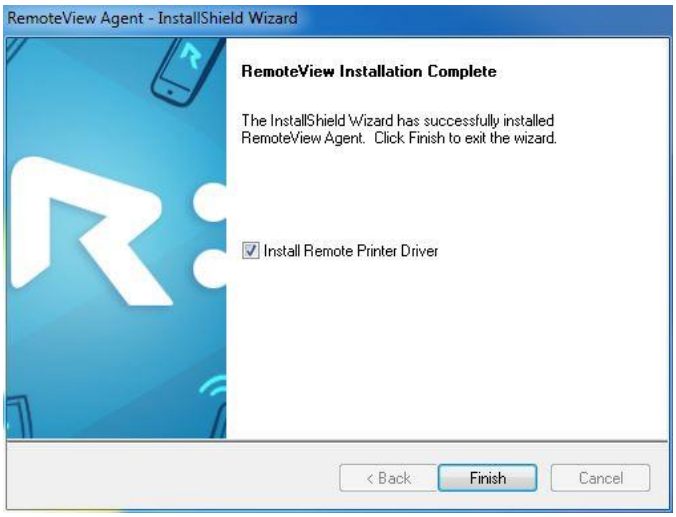
H. Enter your User ID and password to access the remote PC.
(Every remote PC will requirement this information.)

RemoteView Agent - InstallShield Wizard
Access Information;
Settings access information for use remote-service.
To access your host from remote, give your host PC an Host ID and Password.
To be able to access your host PC, please check Start Rview when the system start.
Access ID :
admin
Access Password :
Again Re-Password :
Auto login when the system start
InstallShield
< Back
Next >
Cancel

I. The Remote Printer Driver is optional. If you do not wish to install this driver, uncheck "Install Remote Printer Driver" and then click "Finish."


RemoteView Agent - InstallShield Wizard
RemoteView Installation Complete
The InstallShield Wizard has successfully installed RemoteView Agent. Click Finish to exit the wizard.
Install Remote Printer Driver
< Back
Finish
Cancel

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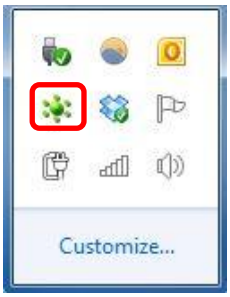
J. Once the RemoteView Agent has been installed onto the remote PC, the application will automatically check for updates and RemoteView icon will appear on the tray bar.



Note: *The RemoteView Agent will launch and update automatically after installation. If the RemoteView Agent is online, the RemoteView icon will be displayed in your system tray. If the RemoteView Agent is offline you must log in order to establish a connection with the remote PC.*

K. To verify if a computer was successfully registered, click on "My Computers" from the RemoteView User Console and see if it is displayed on your list of registered computers.

An administrator can access any PC which has the RemoteView Agent (Registered PC) by clicking "My Computers" from the RemoteView User Console:
https://www.rview.com/User/Console

Please refer to "Section 6: Connecting to a Remote PC" for more details.

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3.2. Removing the RemoteView Agent

If you no longer wish to access a certain PC, or if you do not wish for your computer to be accessed, you may remove the RemoteView Agent from the remote PC.

Follow the steps provided below to remove the RemoteView agent from the remote PC.

3.2.1. Removing the RemoteView Agent from the User Console

A. Click "My Computers" from the RemoteView User Console.
B. Click "More Actions", and select "Remove Agent" from the drop-down list.
C. User Athentication window will open.
D. Click "OK" after the ID and Password are entered.
E. Agent has been removed.

- Only the agent information that connected to the remote view is cleared; it does not delete the programs installed on the remote computer.
- You can delete a program from Control Panel.

3.2.2. Removing the RemoteView Agent from the Remote PC

A. Log into the Remote PC.
B. Click Start > Control Panel > Programs and Features > Select Uninstall on RemoteView Agent
   - Check for the presence of an agent that is installed already to uninstall it.
   (Permission window will pop-up if the UAC is set to ON in Vista or later.)

C. New window will ask you if Agent has been installed already. Click "Yes" to Proceed.

RemoteView Agent - InstallShield Wizard
An agent is already installed (different version or user). After uninstalling the agent, previous version cannot be used anymore and log information will be erased. Would you like to uninstall the agent?
Yes
No

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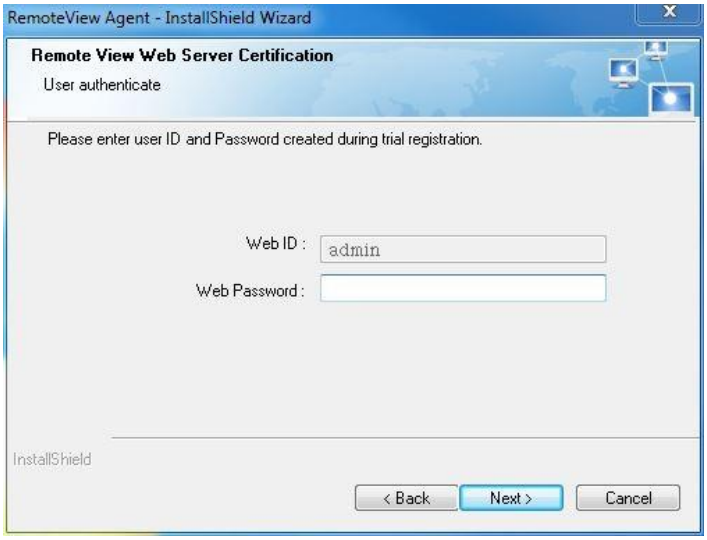
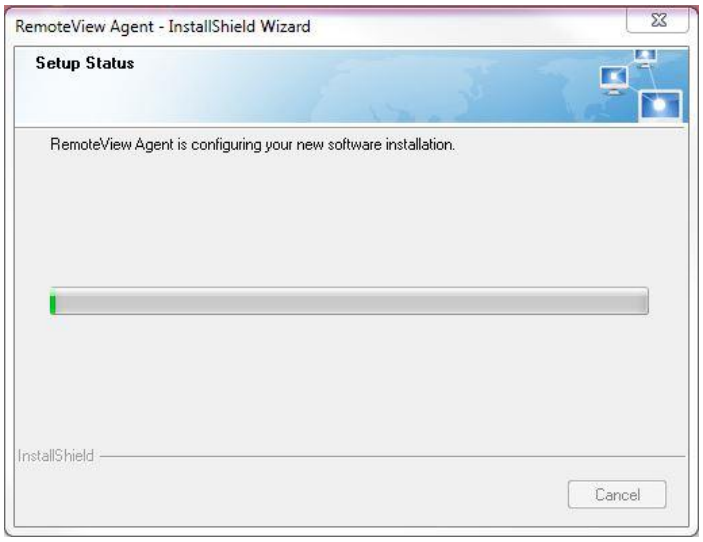
D. Enter your password to continue.



E. Now uninstalling RemoteView Agent.



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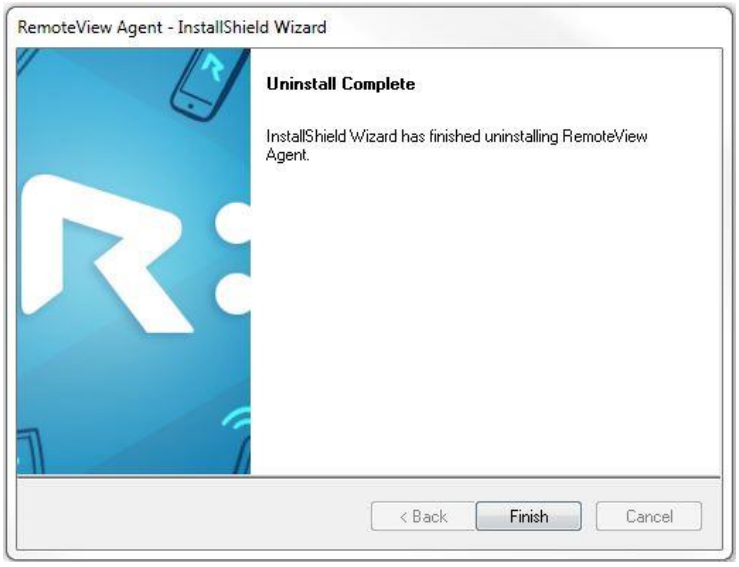
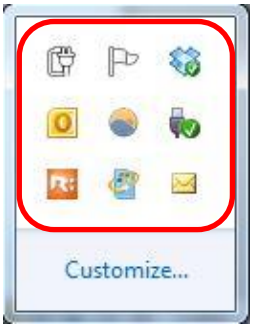
F. Agent Uninstall completed.



G. Agent icon will disappear on tray and startup when program uninstall is completed.

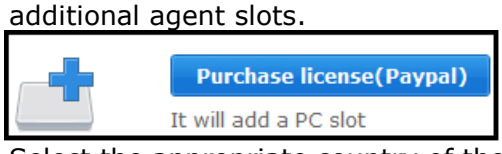


Remote PC icon was registered on the "My Computer" page and will be deleted from the agent program installed on the remote PC.

4. Purchasing and Payment

4.1. Purchasing a license

A. Log in to the RemoteView homepage (http://www.rview.com) and then click "My Computers".
B. Under My computers, click the "**Purchase license**" button in order to purchase additional agent slots.



C. Select the appropriate country of the user to be directed to the payment page.

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4.2. Extending a license

A. Log in to the RemoteView homepage (http://www.rview.com) and then click "My Computers".

B. When RemoteView license expires, you can click the Extend License icon [ ] next to the computer.

C. You can enter your payment information to extend the license.

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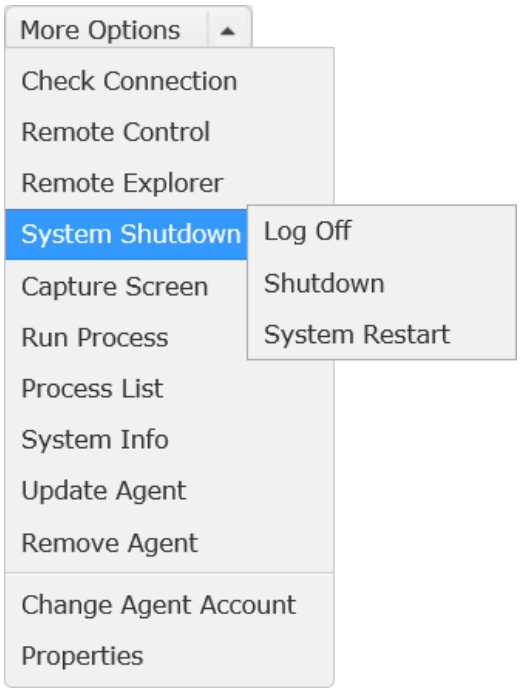
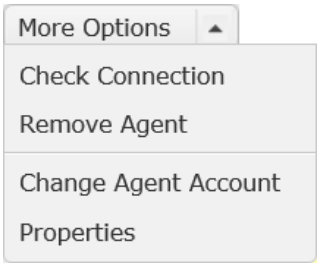
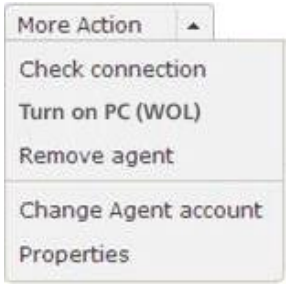
5. RemoteView Management and Usage

5.1. Remote Control Menu

RemoteView offers the ability to control and interact with the PC in other ways, besides taking full remote control of the system. To access these menus, click 'More Options'.







<Agent Online> <Agent Offline> <PC Offline>

- **Check Connection**: Refresh the online status of the remote PC (Online or Offline).
- **Wake On Lan (WOL)**: Power on the remote PC.
  WOL works through icon on remote pc slot.
- **Remote Control** : Take full remote control of the remote PC. Enables screen-sharing and mouse/keyboard control.
- **Remote Explorer**: Enable a file management console for transferring files between the remote PC and the local PC.
- **System Shutdown**: Mouse over 'System Shutdown' to display additional options.
  - **Log Off**: Select 'Log Off' to remotely log off the selected PC.
  - **Shutdown**: Select 'Shutdown' to remotely shutdown the selected PC.
  - **System Restart**: Select 'System Restart' to remotely restart the selected PC.
- **Screen Capture**: Take a remote snapshot of the remote Desktop without taking full control of the system.
- **Power Settings**: Log off, Restart, or Shut Down the remote system.

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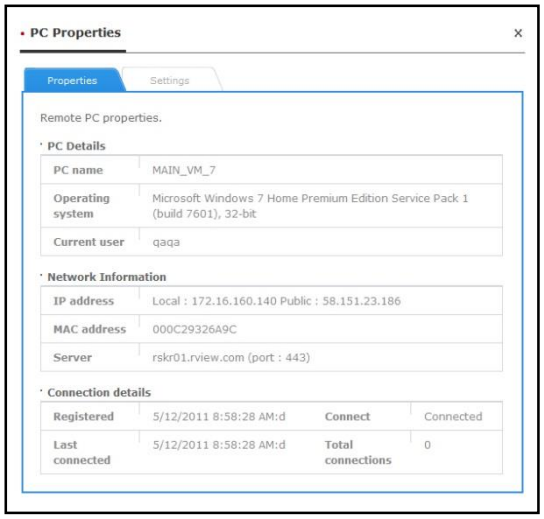
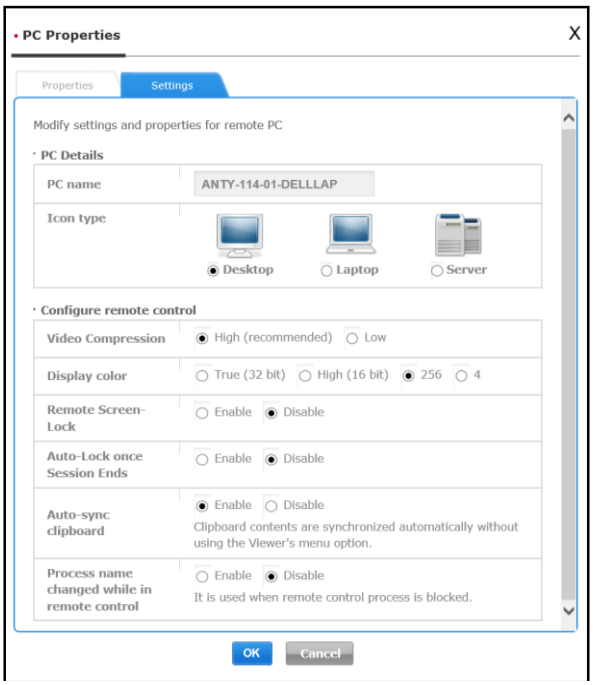
- **Run Command**: Execute an application or command via the Windows Run dialogue box.
- **Process List**: View an interactive list of running processes on the remote PC.
- **System Information**: View a list of system diagnostic information such as that found in Windows Device Manager. View a list of installed software, start-up registries and SW/HW information.
- **Update Agent**: Updates the Agent to the latest version.
- **Remove Agent**: Removes the Agent from remote PC
- **Change Agent account**: Change the credentials (Access ID & Password) to connect to the PC.
- **Properties**: View and modify PC information and remote control settings.

5.2. Modify PC Properties

Each remote PC has a list of settings and properties than can be modified from the PC properties window.





The following contents can be checked and modified

[System Information]

- Remote PC information, network details, and server connection status.

[System Properties]

- Remote PC display name, icon type, password, and default control settings.

After modifying this information, click OK to update.

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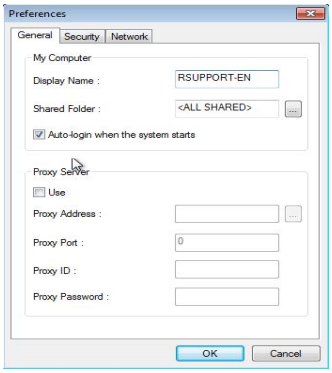
5.3. Preferences for Agent

To get into Preferences, Select the settings option by right clicking on the tray icon at the bottom right-hand corner on the remote PC. Preferences are divided into general settings, security settings and network settings.

[General Settings]



✓ **Preferences**

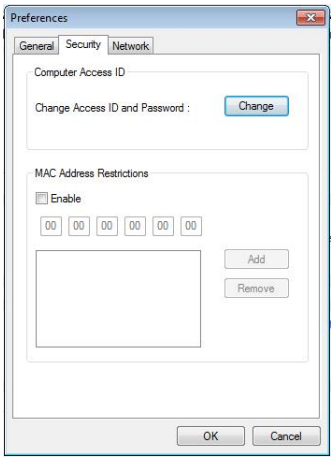
- **Display Name**: Select how the PC name will appear in the RemoteView web console.
- **Shared Folders**: Select which folders are shared when using the File Manager feature. For more information on the File Manager please refer to the feature later in this guide.
- **Auto-login**: The Agent logs in automatically when Windows boots up.

✓ **Proxy Server Settings**

- Enable the use of a Proxy Server.
- Enter the proxy server details.

You can skip the proxy server settings if you do not use a proxy server in your network.

[Security Settings]



✓ Agent Access Settings

- Modify the access ID and password for this computer.

✓ Remote Control Options

- SSL (Secure Socket Layer): Enables a secure SSL channel for all session communication.
- Screen Lock: Blocks out the remote unsecure SSL channel for all session communication.
- Auto-lock Windows: Locks the Windows desktop automatically when the session disconnects.

✓ MAC Address Access Restrictions

- Configure which systems can access this PC by filtering specific MAC addresses.

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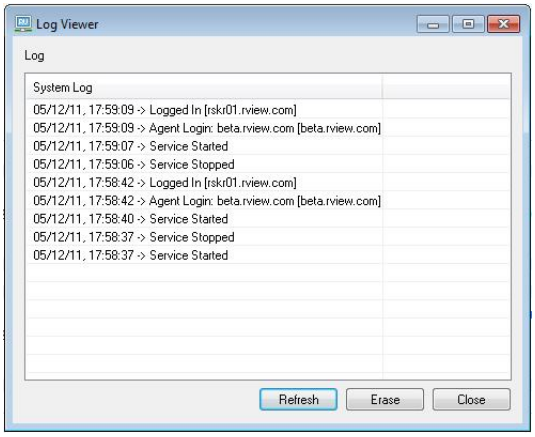
[Network Settings]

✓ IP Address Access Restrictions
- Configure which systems can access this PC by filtering specific IP addresses.

✓ IP Range Access Restrictions
- Specify a range of IPs to grant access to.

※ RemoteView Log Viewer

The RemoteView Log Viewer lets you see a detailed breakdown of all remote session activity on this PC while running the RemoteView Agent. To access the log, right-click the RemoteView system tray icon [ ] and click View Log.



6. Connecting to a remote PC

While the RemoteView Agent is running and online, you can access the PC from any other location with Internet access.

A. Log in to the RemoteView Homepage (http://www.rview.com) and click My computer.
B. Check that the Agent is online, click the icon ( ) or select 'remote control' from the More Actions menu.
C. Enter the access ID/PW and get connected.
D. Click “More Actions” for additional features.

You can also double click on the slot to initiate remote control process faster.

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6.1. Status icon descriptions

Below are the different icons you may see while viewing your remote PC list.

- Different icons will be displayed depending on the environment (Windows, Mac).

Icon	Description
	Online The remote PC is ready to be accessed remotely.
	Offline The remote PC is not available. The RemoteView Agent may not be running, or the Internet connection could be down.
	Not Installed This indicates a free slot for a new PC. You may click the setup icon to initiate the installation of a RemoteView Agent.
	Remote Control in Progress Remote PC is connected and controlled remotely.
	License Expired The RemoteView license has expired for this Agent and needs to be renewed before it can be used. For more information, please refer to the renewal section.

7. RemoteView Viewer

7.1. Feature list

Home	**Settings**	Change connection and display settings on the fly.
	Received Files Folder	Open the default folder for receiving files.
	Received Files List	View a list of files received during the session.
	Lock Viewer	Lock the RemoteView Viewer window temporarily.
	RemoteView Player	Playback video session recordings.
	Exit	Disconnects the session and closes the Viewer.
Controls	**Mouse/Keyboard Control**	Enables remote mouse/keyboard control.
	Mouse Chase	Displays the remote cursor.
	Laser Arrow	Displays a red arrow figure on the remote desktop.
	Laser Pointer	Displays a red dot on the remote desktop.

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	Send Ctrl+Alt+Del	Sends a Ctrl+Alt+Del command to the remote PC.
Drawing	**Pencil**	Draws lines in free style
	Arrow	Draws a line with an arrow at the end
	Line	Draws a line.
	Rectangle	Draws a rectangle.
	Circle	Draws a circle.
	Weight	Changes the thickness of the shapes and lines.
	Color	Changes the color of the shapes and lines.
	Erase All Drawings	Erases all drawings on the remote desktop. You can also press the 'Esc' key to disable Draw mode and erase all drawings.
	Interactive Draw	Enables 2-way drawing allowing both the representative and customer to draw on the screen together.
Display	**Display Settings**	Change basic display settings, such as Viewer scale.
	Multi-Monitor	Select to view multi-monitor desktops.
	Screen Navigator	View a pop-up view of the entire desktop for easy navigation.
	Zoom	Zoom in and out of the remote desktop in increments.
	Scale to Fit	Scale the remote desktop to fit within the viewer.
	Actual Size	View the remote desktop at its native resolution.
	Full Screen	View the Viewer in full screen mode.
	Hide Remote Screen	Blank out the remote desktop while connected.
Tools	**Screen Capture**	Take a snapshot of the remote desktop and save as a png image.
	Send URL	Send a URL to the remote PC opening the browser automatically.
	Send File	Send a file to the remote PC.
	Receive File	Receive a file from the remote PC.
	Clipboard Sharing	Share your clipboard with the remote PC.
	Start Remote Sound	Initiate remote sound, giving you the ability to hear sound coming from the remote PC.
	Start/Stop Recording	Start/Stop recording a video of the support session.
Shortcuts	**Favorites**	View a list of commonly used URLs.
	Diagnostics	View a list of remote PC diagnostic information such as device manager, installed software etc.
	Processes	View a list of running processes on the remote PC.

7.2. Viewer > Home

7.2.1.Session Settings

Once connected with the remote PC, these settings may be modified to enhance performance with the remote PC.

Connection Settings	**Network Type**	**Broadband**: Employs a high compression algorithm, recommended for use in all network environments. **Local Network**: Employs no compression, only recommended with LAN connections. Uses considerably more bandwidth than the

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		Broadband setting.
	Video Driver	**VRVD**: Enhanced video driver for improved performance. Recommended for most connection environments. **Compatibility Mode**: Generic Windows driver (GDI Mode) used for enhanced compatibility.
	Display Color	Adjust the local display color of the remote desktop.
	Image Quality	Adjust the image quality of the remote desktop. Only available while using True Color mode.
Remote Desktop	**Resolution**	Adjust the remote desktop's screen resolution.
	Display Color	Adjust the remote desktop's color depth setting.
Screen Scrolling	**Auto-scroll**	Automatically scrolls the desktop as the cursor reaches the edge of the screen.
	Panning Scroll	Click and hold the scroll button on the mouse to navigate around the desktop.

7.2.2.Open the Received Files folder

Open the folder where the files are stored by default after being received by the remote PC.

Default Location: \\Shared (Public) Documents\Rsupport\RemoteView\Received Files

7.2.3.Received Files list

View a list of files that were received during the session.

7.2.4.Lock Viewer

Temporarily lock the Viewer window while connected with a remote PC; useful when stepping away from the desk for a short time. To resume, simply enter your RemoteView Password and press Enter.

7.2.5.RemoteView Player

Recorded files can be played with RemoteView Player.

1. Click > **RemoteView Player** to open the video player.
2. Click the open icon [ ] and navigate to the screen recording you wish to play. Double-click to open the file.
3. Click the Play button to start the recording.

There is Remotesupportplayeru.exe on %temp%\rvconsole50, it is same as RemoteView Player.
You cannot play Recorded files on PC that has never logged in to RemoteView homepage.

RemoteView Player Menu Descriptions

① Open a screen recording file.
② View recording details such as time of recording and PC IP address.
③ Change the zoom percentage while viewing the recorded session.
④ Play/Pause the screen recording.
⑤ Stop playing the recording.
⑥ Jump ahead or jump back in the video timeline.

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⑦ Change the speed of playback from 1x to 10x.

7.2.6.Reboot & Reconnect in Safe Mode
Reboot the remote PC and re-establish the remote connection in Safe Mode.

7.3. Viewer >Controls

7.3.1.Mouse / keyboard Control
Enables mouse and keyboard control for the remote system. Allows you to remotely control and interact with the desktop.

7.3.2.Mouse Chase
View the remote cursor.

7.3.3.Laser Arrow and Laser Pointer
Highlight sections of the screen with the red laser arrow or laser pointer.

7.3.4.Send Ctrl+Alt+Del (for Windows)
Send the administrative Ctrl+Alt+Del command to the remote PC.

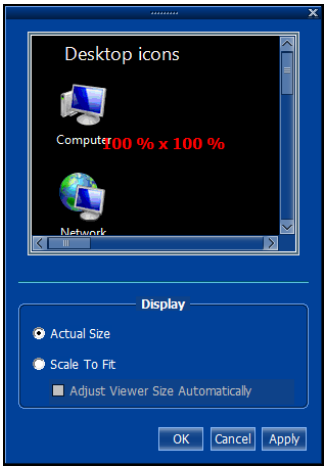
7.4. Viewer > Drawing

7.4.1.Drawing
Draw and annotate on-screen, drawing shapes and lines on the remote desktop.

7.5. Viewer > Display

7.5.1.Display Settings
Choose how to view the remote desktop. Select Scale to Fit or Actual Size, and control how the screen resizes with the Viewer. Clicking the display of the screen will change the zoom level in increments of 10%.

- **Actual Size**: display the remote PC in its actual resolution in the local Viewer.
- **Scale To Fit** : adjust the remote PC's screen to fit into local Viewer (no actual change is made in the remote PC side)
- **Adjust Viewer Size Automatically:** adjust the size of the Viewer depending on the displayed screen size.



7.5.2.Multi-Monitor
Select which monitors you wish to view during the session. You can view all remote monitors at once, or view individual monitors one a time.

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7.5.3.Screen Navigator
Select which monitors you wish to view during the session. You can view all remote monitors at once, or view individual monitors one at a time.

7.5.4.Zoom
Zoom in and out of the remote desktop to gain a better view.

7.5.5.Scale to Fit
Scale the remote desktop to fit within the Viewer window.

7.5.6.Actual Size
View the remote desktop at its native resolution. If the remote desktop is at a higher resolution than your own, you will see scroll bars in the Viewer window enabling you to scroll around the desktop.

7.5.7.Full Screen
View the remote desktop using a full screen Viewer.

Tip!

While viewing full-screen mode you can pin the toolbar to the top of the screen for easy access.

[Unpinned]

[Pinned]

7.5.8.Hide Remote Screen
Blank the remote desktop, preventing local users from seeing what you are doing on the computer.

**The Hide Remote Screen feature may not be supported by some video cards.*

7.6. Viewer > Tools

7.6.1.Screen Capture
Take a snapshot of the remote desktop and save it as a .png image.
- **Default Location**: Shared (Public) Documents\Rsupport\RemoteView\Capture

7.6.2.Send URL
Send a URL to the remote computer and it will open the web-browser automatically.

7.6.3.Send File
You can either drag & drop a file into the remote desktop or select this feature to manually select a file to send.
- **Default Location**: Shared (Public) Documents\Rsupport\RemoteView\Received Files
  *** *Executable files (*.exe, *.msi, etc.) cannot be sent.***

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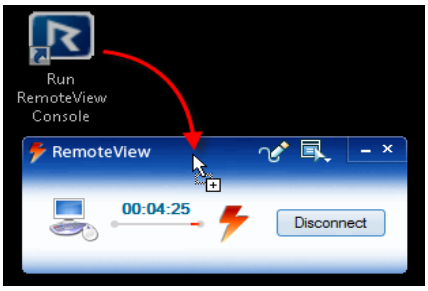
7.6.4.Receive File

You can either drag & drop a file from the remote desktop to the local desktop, or you can select this feature to manually select a file to receive.

Note: You will need mouse/keyboard control enabled to select the file you wish to receive.

Tip: You or the remote user can also drag files on-top of the session status window as shown below, to initiate a file transfer.



- **Default Location**: Shared (Public) Documents\Rsupport\RemoteView\Received Files

7.6.5.Clipboard Sharing

View the contents of the local and remote clipboards and transfer the contents in either direction.

7.6.6.Remote Sound

Initiate remote sound to hear audio coming from the remote PC. Once enabled, you can adjust the remote volume by clicking the volume control in the Viewer.

** Remote Sound functionality varies by sound card manufacturer.*

7.6.7.Session Recording

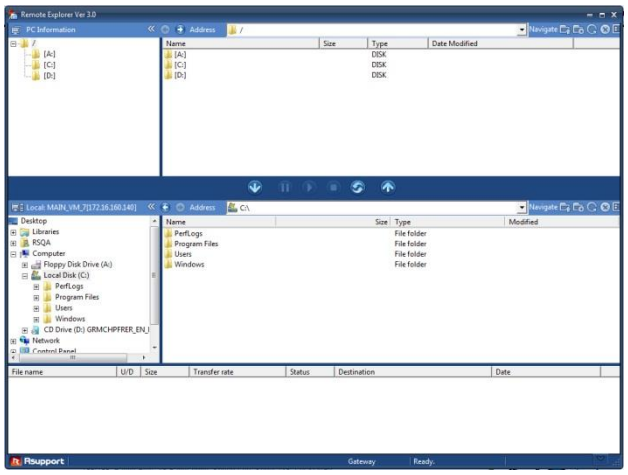
You can record full videos of each remote session and play them back later.

- **Default Location**: Public Documents\Rsupport\RemoteView\Cam

** Rsupport uses a proprietary video format that keeps the videos small and the power consumption low. These videos must be played using the Rsupport Video Player and cannot be played using a generic Media Player like VLC or Windows Media Player.*

※ File Manager

The File Manager opens an FTP style file manager enabling you to transfer files to and from the remote PC with ease. Select individual files or groups of folders to send and receive across systems.



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7.7. Viewer > Shortcuts

Tip! While the shortcuts window is open you can pin the window to keep it on the desktop.

[Unpinned]

[Pinned]

7.7.1.Diagnostics

Access a quick list of remote PC system information such as installed HW and SW, startup registry and more.

7.7.2.Processes

View a list of running processes on the remote PC. From here you can end tasks and copy the list to your clipboard.

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7.8. Session Status Window

While connected, the Session Status window will appear on the desktop and the word "Connected" at the bottom-right corner of the remote PC's screen. Also, a timer in the Status Window will indicate the duration of the connection.

Important: Closing this window will terminate the remote connection

Session Status Window Features

	Feature	Description
	Drawing	Initiate remote user drawing mode.
	Always on Top	Places the Session Status window on top of all other windows.
	Send File	Opens windows explorer for selecting a file to send to the local PC.
	Open Received Files Folder	Opens the default Received Files folder on the remote PC.
	Add/Remove Remote Printer Driver	Install or uninstall the remote printer driver, used for pushing print jobs from the remote PC to the local PC.

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7.9. Remote Printing

During a remote support session, you can print documents remotely to another printer without the need to transfer files. The remote printing can go both ways (from the representative to the customer and vice-versa). The remote printing feature requires that the Remote Printer Driver be installed on the PC that is sending the print job.

7.9.1.Installing the Remote Printer Driver

- Installing with Agent installation

By default, when RemoteView is first installed on the remote PC, it will prompt to install the Remote Printer Driver.

- Installing from status window

During a remote support session, a Remote Printer Driver can also be installed on the Customer's PC via the Session Status Window by clicking the 'Install Remote Printer Driver' feature.

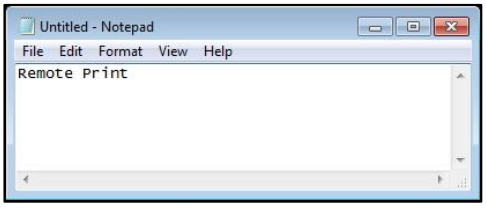
7.9.2.Removing Remote Printer

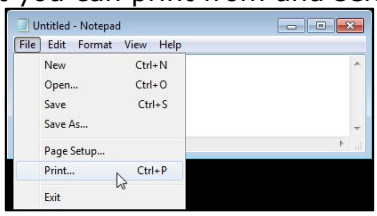
To remove the Remote Printer Driver from the customer's PC, you can click 'Remove Remote Printer Driver' from the Session Status Window menu. The driver can also be manually removed by opening Windows Devices and Printers and selecting to remove 'Rsupport Remote Printer 6'.

7.9.3.How to Print Remotely

Make sure that the remote printer driver is installed on the PC that is sending the print job.

A. Open a document or another window that you can print from and select print.





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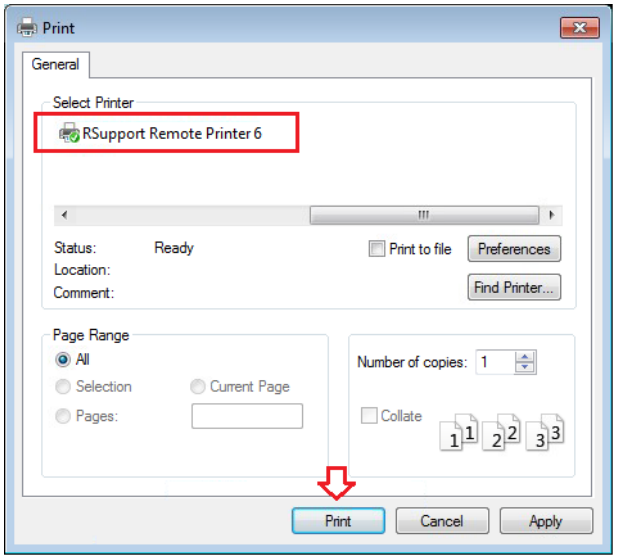
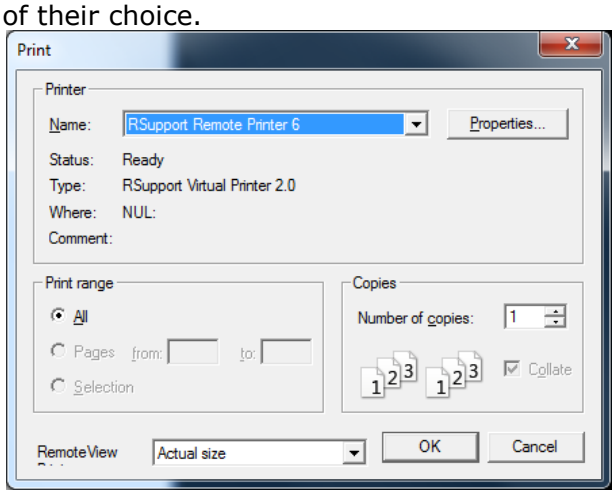
B. When prompted, select ‘Rsupport Remote Printer 6’ as the destination printer.
Note: This will send the print job over the RemoteView connection to the remote PC



C. The customer will receive a notification to print and can then select a local printer of their choice.



D. Select RemoteView printer and press Print.

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